

Exhibit 300: Capital Asset Plan and Business Case Summary

Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview

1. **Date of Submission:** 2010-09-17

2. **Agency:** 018

3. **Bureau:** 50

4. **Name of this Investment:** Education Resources Information Center (ERIC)

5. **Unique Project (Investment) Identifier (UPI):** 018-50-01-02-01-1031-00

6. **What kind of investment will this be in FY 2012?:** Mixed Life Cycle

- Planning
- Full Acquisition
- Operations and Maintenance
- Mixed Life Cycle
- Multi-Agency Collaboration

7. **What was the first budget year this investment was submitted to OMB?** FY2004

8.

- a. **Provide a brief summary of the investment and justification, including a brief description of how this closes in part or in whole an identified agency performance gap, specific accomplishments expected by the budget year and the related benefit to the mission, and the primary beneficiary(ies) of the investment.**

The mission of ERIC is to provide a comprehensive, easy-to-use, searchable, Internet-based bibliographic and full-text database of education research and information for educators, researchers, and the general public. It is the only system within the Federal Government that provides this service. Prior to the initiation of the ERIC database, there was no existing Internet based system with this functionality. This initiative achieves the following high-level results for the Department of Education and its customers: expansion of electronic government. This project uses the Internet to enable citizens to access information and transact business. The project supports agency objectives by providing access to more education information that is more comprehensively described and either provides the corresponding full-text articles or links to publishers so that individuals can purchase those materials if they choose. ERIC provides access to education materials and thus complies with legislation authorizing the Institute of Education Sciences within the U.S. Department of Education. For BY2012, all digitized files will be machine readable for 508 compliance.

- b. **Provide any links to relevant websites that would be useful to gain additional information on the investment including links to GAO and IG reports.**

Title	Link
NONE	

9.

- a. **Provide the date of the Agency's Executive/Investment Committee approval of this investment.**
2010-08-26
- b. **Provide the date of the most recent or planned approved project charter.**

10. **Contact information?**

- a. **Program/Project Manager Name:** *
Phone Number: *
Email: *
- b. **Business Function Owner Name (i.e. Executive Agent or Investment Owner):** Betka, Sue
Phone Number: *
Email: *

11. What project management qualifications does the Project Manager have? (choose only one per FAC-P/PM or DAWIA): Project manager has been validated according to FAC-P/PM or DAWIA criteria as qualified for this investment.

- Project manager has been validated according to FAC-P/PM or DAWIA criteria as qualified for this investment.
- Project manager qualifications according to FAC-P/PM or DAWIA criteria is under review for this investment.
- Project manager assigned to investment, but does not meet requirements according to FAC-P/PM or DAWIA criteria.
- Project manager assigned but qualification status review has not yet started.
- No project manager has yet been assigned to this investment.

Section B: Summary of Funding (Budget Authority for Capital Assets)

1.

Table I.B.1: Summary of Funding

(In millions of dollars)

(Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)

	PY-1 and earlier	PY 2010	CY 2011 (CY Continuing Resolution)	BY 2012	BY+1 2013	BY+2 2014	BY+3 2015	BY+4 and beyond	Total
Planning:	*	*	*	*	*	*	*	*	*
Acquisition:	*	*	*	*	*	*	*	*	*
Planning & Acquisition Government FTE Costs	*	*	*	*	*	*	*	*	*
Subtotal Planning & Acquisition(DME):	*	*	*	*	*	*	*	*	*
Operations & Maintenance:	*	*	*	*	*	*	*	*	*
Disposition Costs (optional):	*	*	*	*	*	*	*	*	*
Operations, Maintenance, Disposition Government FTE Costs	*	*	*	*	*	*	*	*	*
Subtotal O&M and Disposition Costs (SS):	*	*	*	*	*	*	*	*	*
TOTAL FTE Costs	*	*	*	*	*	*	*	*	*
TOTAL (not including FTE costs):	*	*	*	*	*	*	*	*	*
TOTAL (including FTE costs):	*	*	*	*	*	*	*	*	*
Number of FTE represented by	*	*	*	*	*	*	*	*	*

Table I.B.1: Summary of Funding
(In millions of dollars)

(Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)

	PY-1 and earlier	PY 2010	CY 2011 (CY Continuing Resolution)	BY 2012	BY+1 2013	BY+2 2014	BY+3 2015	BY+4 and beyond	Total
Costs:									

2. Insert the number of years covered in the column “PY-1 and earlier”: 3

3. Insert the number of years covered in the column “BY+4 and beyond”: *

4. If the summary of funding has changed from the FY 2011 President’s Budget request, briefly explain those changes:

*

Section C: Acquisition/Contract Strategy (All Capital Assets)

1.

Table I.C.1 Contracts Table

Contract Status	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	Solicitation ID	Alternative financing	EVM Required	Ultimate Contract Value (M)	Type of Contract/Task Order (Pricing)	Is the contract a Performance Based Service Acquisition (PBSA)?	Effective date	Actual or expected End Date of Contract/Task Order	Extent Competed	Short description of acquisition
Awarded		ED04CO0005	ED04CO0005		*	*	\$34,613.4	Cost Plus Fixed Fee	Y	2004-03-12	2009-03-11		
Awarded		EDIES09C0025	EDIES09C0025		*	*	\$29.2	Firm Fixed Price	Y	2009-08-03	2014-08-02		

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

*

3.

- a. Has an Acquisition Plan been developed? If yes, please answer the questions that follow *
- b. Does the Acquisition Plan reflect the requirements of FAR Subpart 7.1 *
- c. Was the Acquisition Plan approved in accordance with agency requirements *
- d. If "yes," enter the date of approval? *
- e. Is the acquisition plan consistent with your agency Strategic Sustainability Performance Plan? *
- f. Does the acquisition plan meet the requirements of EOs 13423 and 13514? *
- g. If an Acquisition Plan has not been developed, provide a brief explanation.

*

Part II: IT Capital Investments

Section A: General

1.
 - a. Confirm that the IT Program/Project manager has the following competencies: configuration management, data management, information management, information resources strategy and planning, information systems/network security, IT architecture, IT performance assessment, infrastructure design, systems integration, systems life cycle, technology awareness, and capital planning and investment control. *yes*
 - b. If not, confirm that the PM has a development plan to achieve competencies either by direct experience or education.
2. Describe the progress of evaluating cloud computing alternatives for service delivery to support this investment.
3. Provide the date of the most recent or planned Quality Assurance Plan *2010-08-09*
4.
 - a. Provide the UPI of all other investments that have a significant dependency on the successful implementation of this investment.
 - b. If this investment is significantly dependent on the successful implementation of another investment(s), please provide the UPI(s).
5. An Alternatives Analysis must be conducted for all Major Investments with Planning and Acquisition (DME) activities and evaluate the costs and benefits of at least three alternatives and the status quo. The details of the analysis must be available to OMB upon request. Provide the date of the most recent or planned alternatives analysis for this investment. *2008-03-05*
6. Risks must be actively managed throughout the lifecycle of the investment. The Risk Management Plan and risk register must be available to OMB upon request. Provide the date that the risk register was last updated. *2008-05-20*

Section B: Cost and Schedule Performance

Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
FY 2008 Development, Modernization, and enhancements	DME	*	\$0.3	\$0.3	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY 2008 Operations and Maintenance	SS	*	\$0.8	\$0.8	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY 2009 Development, Modernization, and Enhancements	DME	*	\$0.1	\$0.1	2007-10-01	2007-10-01	2009-03-11	2009-03-11	100.00%	100.00%
FY 2009 IT Operations and Maintenance	SS	*	\$1.0	\$1.0	2007-10-01	2007-10-01	2009-03-11	2009-03-11	100.00%	100.00%
FY10 Development, Modernization, Enhancement		*	\$0.3	\$0.3	2009-10-01	2009-10-05	2010-09-30	2010-09-30	100.00%	100.00%
FY10 Operations and Maintenance		*	\$1.9	\$1.9	2009-10-01	2009-10-09	2010-09-30	2010-09-30	100.00%	100.00%
FY 2011 Development, Modernization, Enhancement: (1. Hardware/Software Upgrades)	DME	*	\$0.1	\$0.1	2010-10-01	2010-10-01	2011-09-30		21.00%	21.00%
FY 2011 Operations and Maintenance: (A. Data Center - 1. Hardware and Communications Operations and	SS	*	\$0.2	\$0.7	2010-10-01	2010-10-01	2011-09-30		50.00%	50.00%

Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Maintenance)										
FY 2012 Development, Modernization, Enhancements: (1. Hardware/Software Upgrades)	DME	*	*	*	2011-10-01	*	2012-09-30	*	*	*
FY 2012 Operations and Maintenance: (A. Data Center - 1. Hardware and Communications Operations and Maintenance)	SS	*	*	*	2011-10-01	*	2012-09-30	*	*	*
FY 2013 Development, Modernization, Enhancements: (1. Hardware/Software Upgrades)	DME	*	*	*	2012-10-01	*	2013-09-30	*	*	*
FY 2013 Operations and Maintenance: (A. Data Center - 1. Hardware and Communications Operations and Maintenance)	SS	*	*	*	2012-10-01	*	2013-09-30	*	*	*
FY 2011 Development, Modernization, Enhancement: (2. Website and back-office system enhancements)	DME	*	\$0.2	\$0.0	2010-10-01		2011-09-30		0.00%	0.00%

Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
FY 2011 Operations and Maintenance: (A. Data Center - 2. Website and backoffice Systems and Operations and Maintenance)	SS	*	\$0.8	\$0.0	2010-10-01		2011-09-30		0.00%	0.00%
FY 2011 Operations and Maintenance: (B. Continuity of Service - 1. Back-ups)	SS	*	\$0.0	\$0.0	2010-10-01		2011-09-30		0.00%	0.00%
FY 2011 Operations and Maintenance: (B. Continuity of Service - 2. Disaster Recovery)	SS	*	\$0.1	\$0.0	2010-10-01		2011-09-30		0.00%	0.00%
FY 2011 Operations and Maintenance: (C. Archives - 1. Preservation)	SS	*	\$0.0	\$0.0	2010-10-01		2011-09-30		0.00%	0.00%
FY 2011 Operations and Maintenance: (C. Archives - 2. Universal Access)	SS	*	\$0.2	\$0.0	2010-10-01		2011-09-30		0.00%	0.00%
FY 2011 Operations and Maintenance: (D. Security - 1. FISMA Annual Self-Assessment)	SS	*	\$0.0	\$0.0	2010-10-01		2011-09-30		0.00%	0.00%

Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
FY 2011 Operations and Maintenance: (D. Security - 2. Intrusion Detection/Prevention)	SS	*	\$0.1	\$0.0	2010-10-01		2011-09-30		0.00%	0.00%
FY 2012 Development, Modernization, Enhancements: (2. Website and back-office system enhancements)	DME	*	*	*	2011-10-01	*	2012-09-30	*	*	*
FY 2012 Operations and Maintenance: (A. Data Center - 2. Website and backoffice Systems and Operations and Maintenance)	SS	*	*	*	2011-10-01	*	2012-09-30	*	*	*
FY 2012 Operations and Maintenance: (B. Continuity of Service - 1. Back-ups)	SS	*	*	*	2011-10-01	*	2012-09-30	*	*	*
FY 2012 Operations and Maintenance: (B. Continuity of Service - 2. Disaster Recovery)	SS	*	*	*	2011-10-01	*	2012-09-30	*	*	*
FY 2012 Operations and Maintenance: (C.	SS	*	*	*	2011-10-01	*	2012-09-30	*	*	*

Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Archives - 1. Preservation)										
FY 2012 Operations and Maintenance: (C. Archives - 2. Universal Access)	SS	*	*	*	2011-10-01	*	2012-09-30	*	*	*
FY 2012 Operations and Maintenance: (D. Security - 1. FISMA Annual Self-Assessment)	SS	*	*	*	2011-10-01	*	2012-09-30	*	*	*
FY 2012 Operations and Maintenance: (D. Security - 2. Intrusion Detection/Prevention)	SS	*	*	*	2011-10-01	*	2012-09-30	*	*	*
FY 2013 Development, Modernization, Enhancements: (2. Website and back-office system enhancements)	DME	*	*	*	2012-10-01	*	2013-09-30	*	*	*
FY 2013 Operations and Maintenance: (A. Data Center - 2. Website and backoffice Systems and Operations and Maintenance)	SS	*	*	*	2012-10-01	*	2013-09-30	*	*	*

Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
FY 2013 Operations and Maintenance: (B. Continuity of Service - 1. Back-ups)	SS	*	*	*	2012-10-01	*	2013-09-30	*	*	*
FY 2013 Operations and Maintenance: (B. Continuity of Service - 2. Disaster Recovery)	SS	*	*	*	2012-10-01	*	2013-09-30	*	*	*
FY 2013 Operations and Maintenance: (C. Archives - 1. Preservation)	SS	*	*	*	2012-10-01	*	2013-09-30	*	*	*
FY 2013 Operations and Maintenance: (C. Archives - 2. Universal Access)	SS	*	*	*	2012-10-01	*	2013-09-30	*	*	*
FY 2013 Operations and Maintenance: (D. Security - 1. FISMA Annual Self-Assessment)	SS	*	*	*	2012-10-01	*	2013-09-30	*	*	*
FY 2013 Operations and Maintenance: (D. Security - 2. Intrusion Detection/Prevention)	SS	*	*	*	2012-10-01	*	2013-09-30	*	*	*
FY 2014	DME	*	*	*	2013-10-01	*	2014-09-30	*	*	*

Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Development, Modernization, Enhancements: (1.)										
FY 2014 Development, Modernization, Enhancements: (2. Website and back-office system enhancements)	DME	*	*	*	2013-10-01	*	2014-09-30	*	*	*
FY 2014 Operations and Maintenance: (A. Data Center - 1. Hardware and Communications Operations and Maintenance)	SS	*	*	*	2013-10-01	*	2014-09-30	*	*	*
FY 2014 Operations and Maintenance: (A. Data Center - 2. Website and backoffice Systems and Operations and Maintenance)	SS	*	*	*	2013-10-01	*	2014-09-30	*	*	*
FY 2014 Operations and Maintenance: (B. Continuity of Service - 1. Back-ups)	SS	*	*	*	2013-10-01	*	2014-09-30	*	*	*
FY 2014	SS	*	*	*	2013-10-01	*	2014-09-30	*	*	*

Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Operations and Maintenance: (B. Continuity of Service - 2. Disaster Recovery)										
FY 2014 Operations and Maintenance: (C. Archives - 1. Preservation)	SS	*	*	*	2013-10-01	*	2014-09-30	*	*	*
FY 2014 Operations and Maintenance: (C. Archives - 2. Universal Access)	SS	*	*	*	2013-10-01	*	2014-09-30	*	*	*
FY 2014 Operations and Maintenance: (D. Security - 1. FISMA Annual Self-Assessment)	SS	*	*	*	2013-10-01	*	2014-09-30	*	*	*
FY 2014 Operations and Maintenance: (D. Security - 2. Intrusion Detection/Prevention)	SS	*	*	*	2013-10-01	*	2014-09-30	*	*	*

2. If the investment cost, schedule, or performance variances are not within 10 percent of the current baseline, provide a complete analysis of the reasons for the variances, the corrective actions to be taken, and the most likely estimate at completion. no

3. For mixed lifecycle or operations and maintenance investments an Operational Analysis must be performed annually. Operational analysis may identify the need to redesign or modify an asset by identifying previously undetected faults in design, construction, or installation/integration, highlighting

whether actual operation and maintenance costs vary significantly from budgeted costs, or documenting that the asset is failing to meet program requirements. The details of the analysis must be available to OMB upon request. Insert the date of the most recent or planned operational analysis.

2011-02-14

4. Did the Operational analysis cover all 4 areas of analysis: Customer Results, Strategic and Business Results, Financial Performance, and Innovation?

yes

Section C: Financial Management Systems

Table II.C.1: Financial Management Systems			
System(s) Name	System acronym	Type of Financial System	BY Funding
*	*	*	*

Section D: Multi-Agency Collaboration Oversight (For Multi-Agency Collaborations only)

Table II.D.1. Customer Table:	
Customer Agency	Joint exhibit approval date
NONE	

Table II.D.2. Shared Service Providers		
Shared Service Provider (Agency)	Shared Service Asset Title	Shared Service Provider Exhibit 53 UPI (BY 2011)
*	*	*

Table II.D.3. For IT Investments, Partner Funding Strategies (\$millions):							
Partner Agency	Partner exhibit 53 UPI (BY 2012)	CY Monetary Contribution	CY “In-Kind” Contribution	CY Fee-for-Service	BY Monetary Contribution	BY “In-Kind” Contribution	BY Fee-for-Service
NONE							

Table II.D.4. Legacy Systems Being Replaced		
Name of the Legacy Investment of Systems	Current UPI	Date of the System Retirement
*	*	*

Section E: Performance Information

Table I.E.1a. Performance Metric Attributes

Measurement Area (For IT Assets)	Measurement Grouping (For IT Assets)	Measurement Indicator	Reporting Frequency	Unit of Measure	Performance Measure Direction	Baseline	Year Baseline Established for this measure (Origination Date)
Mission and Business Results	Higher Education	# of existing websites distributing ERIC information to the public. (IES legislation requires information dissemination in a cost effective and non-duplicative manner.)	annual	total # of web sites	Increasing	In October 2003, there were 35 websites that disseminated ERIC information. This number was reduced to 3 websites by January 2004.	2004-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2004	By September 1 2004, implement a single web site to disseminate ERIC information.	The new ERIC website went live on September 1, 2004.	Met	2010-09-17
Mission and Business Results	Higher Education	% of full text material in areas of information mandated by legislation available to the public	annual	% of data available	Increasing	Approximately 1% of full text material was available to the public at the end of FY 2004.	2005-10-03
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2005	100% of full text material will be available to the public by end of FY 2005	100 percent of the content acquired from ERIC approved sources under agreement has been processed as of September 1, 2005.	Met	2010-09-17
Mission and Business Results	Cultural and Historic Exhibition	% of new content in all areas of information mandated by legislation available to the public	annual	% of data available	Increasing	Only a limited degree of full text material was available to the public at the end of FY 2004.	2006-10-02
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated

2006

93% of full text material will be available to the public in FY 2006

For Q4 2006, the workflow system documents that 6,572 records(5,787 EJs and 785 EDs) were published to ERIC. Overall, there were 4% more records published compared to the previous quarter. There were 15% more EJs; 40% fewer EDs.

Met

2010-09-17

Mission and Business Results	Cultural and Historic Exhibition	% of new content in all areas of information mandated by legislation available to the public.	annual	% of content	Increasing	Only a limited degree of full text material was available to the public at the end of FY 2004.	2007-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2007	95% of full text material will be available to the public in FY 2006.	A project initiated to digitize the backfile of about 339,000 full text documents. Once copyright permission is obtained from the authors, the ERIC web site will post additional documents for which permission to disseminate has been granted.	Met	2010-09-17
Mission and Business Results	Cultural and Historic Exhibition	% of new content in all areas of information mandated by legislation available to the public.	annual	% of content	Increasing	Only a limited degree of full text material was available to the public at the end of FY 2004.	2008-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2008	100% of full text material will be available to the public in FY 2006.	As of March 31, 2008, the digitization project is nearly finished and indicators are that it will be completed ahead of schedule. A total of 307,750 microfiche documents have been	Met	2010-09-17

digitized, compressed,
and attached to ERIC
records. A total of 110,1

Mission and Business Results	Cultural and Historic Exhibition	% of new content in all areas of information mandated by legislation available to the public.	annual	# of content	Increasing	Only a limited degree of full text material was available to the public at the end of FY 2004.	2009-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2009	100% of full text material will be available to the public in FY 2006.	12/2009	Not Due	2010-09-17
Mission and Business Results	Cultural and Historic Preservation	% of new content in all areas of information mandated by legislation available to the public.	annual	% of content	Increasing	Only a limited degree of full text material was available to the public at the end of FY2004.	2009-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2010	100% of full text material will be available to the public in FY2006	TBD	Not Due	2010-09-17
Mission and Business Results	Cultural and Historic Preservation	% of new content in all areas of information mandated by legislation available to the public.	annual	% of content	Increasing	Only a limited degree of full text material was available to the public at the end of FY 2004.	2009-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	100% of full text material will be available to the public in FY 2006.	TBD	Not Due	2010-09-17
Mission and Business Results	Cultural and Historic Preservation	% of new content in all areas of information mandated by legislation available to the public.	annual	% of content	Increasing	Only a limited degree of full text material was available to the public at the end of FY 2004.	2009-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2012	100% of full text material	TBD	Not Due	2010-09-17

for which there is
copyright permission to
disseminate in ERIC will
be available to the
public.

Technology	Customer Satisfaction	% of time the online system (Web site, database and search engine) s available to the public.	annual	Percent of availability	Increasing	98% This baseline is only basd on one month of data- September 2004.	2009-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2010	99.5%	TBD	Not Due	2010-09-17
Technology	Customer Satisfaction	% of time the online system (Web site, database, and search engine) is available to the public.	annual	Percent of availability	Increasing	98% This baselineis only based on one month of data - September 2004.	2009-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	99.5%	TBD	Not Due	2010-09-17
Technology	Customer Satisfaction	% of time the online system (Web site, database, and search engine) is available to the public.	annual	Percent of availability	Increasing	98%	2009-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2012	99.5%	TBD	Not Due	2010-09-17
Technology	Service Availability	% of time the online system (website, database, and search engine) is available to the public.	annual	% system is available	Increasing	98% This baseline is only based on one month of data - September 2004.	2007-10-01

			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2007	99%	For Q42006, the website and database were up 99.83% of time.	Met	2010-09-17
Technology	Service Availability	% of time the online system (website, database, and search engine) is available to the public.	annual	Percent of availability	Increasing	98% This baseline is only based on one month of data - September 2004.	2008-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2008	99.5%	The sampled uptime for the ERIC system was 99.84% for the period January 1 - March 31, 2008.	Met	2010-09-17
Technology	Service Availability	% of time the online system (website, database, and search engine) is available to the public.	annual	Percent of availability	Increasing	98% This baseline is only based on one month of data - September 2004.	2009-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2009	99.5%	12/2009	Not Due	2010-09-17
Technology	Service Availability	% of time the online system (website, database, and search engines) is available to the public.	annual	% system is available	Increasing	The ERICWeb site only became operational on September 1, 2004.	2004-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2004	Implement a new ERIC web site by September 1, 2004.	ERICWeb site was opened on September 1, 2004 as scheduled with access to one million bibliographic records	Met	2010-09-17

			accessioned from 1966-July 2003.				
Technology	Service Availability	% of time the online system (website, database, and search engines) is available to the public.	annual	% system is available	Increasing	98% This baseline is only based on one month of data - September 2004.	2005-10-03
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2005	99%	99.5% as of September 2005	Met	2010-09-17
Technology	Service Availability	% of time the online system (website, database, and search engines) is available to the public.	annual	% system is available	Increasing	98% This baseline is only based on one month of data ? September 2004.	2006-10-02
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2006	99.5%	Sampled "up" time was down 0.30% to 99.16% for the sample set for Q4 2006.	Not Met	2010-09-17
Processes and Activities	Cycle Time	Average amount of time to enter a journal into the database after publication	annual	# of months	Decreasing	6 - 9 months	2004-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2004	Implement a website that will reduce the amount of time to enter a journal into the database after publication to 1 month. This level of improvement is not scheduled to occur until FY 2005.	The ERIC website went live on September 1, 2004. Information continues to be added to the website.	Met	2010-09-17
Processes and Activities	Cycle Time	Average amount of time to enter a journal into the	annual	# of months	Decreasing	6 - 9 months was the average amount of time	2005-10-03

		database after publication				to enter a journal into the database after publication during FY 2004	
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2005	1 month	Daily processing by September 1, 2005 amounted to 37,249 records. Of these 13,590 were released in completed state and 13,098 were released as "in progress" or stub records.	Met	2010-09-17
Processes and Activities	Cycle Time	Average amount of time to enter a journal into the database after publication	annual	# of months	Decreasing	6 - 9 months was the average amount of time to enter a journal into the database after publication during FY 2004	2006-10-02
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2006	1 month	For Q4 2006, 19% of the EJs were processed within 30 days; 30.6% within 60 days; 99% were published within 150 days. For EDs, 75.8% were processed within 30 days; 96.8% within 60 days, and 99% within 105 days.	Not Met	2010-09-17
Processes and Activities	Cycle Time	Average amount of time to enter a journal into the database after publication	annual	# of months	Decreasing	6 to 9 months was the average amount of time to enter a journal into the database after publication during FY2004	2009-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated

			2010	3 weeks	TBD	Not Due	2010-09-17
Processes and Activities	Cycle Time	Average amount of time to enter a journal into the database after publication.	annual	# of months	Decreasing	6 to 9 months was the average amount of time to enter a journal into the database after publication during FY 2004.	2007-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2007	1 month	For Q42006, the cycle time from date of acquisition to promotion to ERIC was as follows: for journals, 62.13 days; for non-journal records, the average was 80.19 days.	Not Met	2010-09-17
Processes and Activities	Cycle Time	Average amount of time to enter a journal into the database after publication.	annual	# of months	Decreasing	6 to 9 months was the average amount of time to enter a journal into the database after publication during FY 2004.	2008-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2008	3 weeks	For the period January 1- March 31, 2008, the average cycle time for all records to be published in ERIC was 11.48 days.	Met	2010-09-17
Processes and Activities	Cycle Time	Average amount of time to enter a journal into the database after publication.	annual	# of months	Decreasing	6 to 9 months was the average amount of time to enter a journal into the database after publication during FY 2004.	2009-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated

			2009	3 weeks	12/2009	Not Due	2010-09-17
Processes and Activities	Cycle Time	Average amount of time to enter a journal into the database after publication.	annual	# of months	Decreasing	6 to 9 months was the average amount of time to enter a journal into the database after publication during FY 2004.	2009-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	3 weeks	TBD	Not Due	2010-09-17
Processes and Activities	Cycle Time	Average amount of time to enter a journal into the database after publication.	annual	# of months	Decreasing	6 to 9 months was the average amount of time to enter a journal into the database after publication during FY 2004.	2009-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2012	30 days	TBD	Not Due	2010-09-17
Customer Results	Customer Complaints	Customer satisfaction rate with Web site.	annual	Percent of satisfaction	Increasing	A customer satisfaction survey was not competed prior to FY 2005, so it is not possible to identify a customer satisfaction baseline at this time. The survey will be conducted in Fy 2005 and will serve as the baseline for the project.	2007-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2007	Maintain at least a 70% customer satisfaction rating (this performance	For December 2006, the customer satisfaction score was 68 based on	Not Met	2010-09-17

		goals is based on industry best practices as identified by the american Customer Satisfaction Index for Web sites).	601 respondents to the survey.				
Customer Results	Customer Complaints	Customer satisfaction rate with Web site.	annual	Percent of satisfaction	Increasing	A customer satisfaction survey was not competed prior to FY 2005, so it is not possible to identify a customer satisfaction baseline at this time. The survey will be conducted in Fy 2005 and will serve as the baseline for the project.	2008-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2008	Maintain at least a 70.05% customer satisfaction rating (this performance goals is based on industry best practices as identified by the american Customer Satisfaction Index for Web sites).	For April 2008, the customer satisfaction score was 72%, based on 796 respondents. The American Customer Satisfaction Index (used on the ERIC Web site) evaluates the following elements: content, functionality, look and feel, navigation, search, and	Met	2010-09-17
Customer Results	Customer Complaints	Customer satisfaction rate with Web site.	annual	Percent of satisfaction	Increasing	A customer satisfaction survey was not competed prior to FY 2005, so it is not possible to identify a customer satisfaction baseline at this time. The survey will be conducted in Fy 2005 and will serve as the baseline for the project.	2009-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated

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			2011	Maintain at least a 70.5% customer satisfaction rating (this performance goal is based on industry best practices as identified by the American Customer Satisfaction Index for Web sites).	TBD	Not Due	2010-09-17
Customer Results	Customer Complaints	Customer satisfaction rate with Web site.	annual	Percent of satisfaction	Increasing	A customer satisfaction survey was not completed prior to FY 2005, so it is not possible to identify a customer satisfaction baseline at this time. The survey will be conducted in FY 2005 and will serve as the baseline for the project.	2009-10-01
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2012	Maintain at least a 70% customer satisfaction rating through focus group inquiry.	TBD	Not Due	2010-09-17
Customer Results	Customer Complaints	Customer satisfaction rate with website	annual	Percent of satisfaction	Increasing	A customer satisfaction survey was not completed prior to FY 2005. The first overall rating score of 70 (FY2006) will serve as the baseline for the project.	2006-10-02
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2006	Maintain at least a 70% customer satisfaction rating (this performance goal is based on industry	For the period 07/01/06 - 09/30/06, the overall satisfaction score was 68, a decline of three	Not Met	2010-09-17

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identified by the American Customer Satisfaction Index for websites).	September 2005. First score of 71% is above the average for government Web site using the ASCI.
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* - Indicates data is redacted.